

INTRODUCTION

Good [MORNING, AFTERNOON, EVENING],

May I speak to _____?

Hello, my name is _____. I am calling on behalf of the Industry Training Authority (ITA), the body responsible for overseeing the industry training system in BC (commonly known as the apprenticeship system). The ITA is interested in getting your feedback on technical training, sponsorship, customer service, as well as assessing your awareness of the ITA and other aspects of the industry training system.

All the information that you provide will be kept confidential by BC STATS, who is conducting the survey on behalf of the ITA. Do you have a few minutes to answer some questions about your experience with the apprenticeship system?

IF YES ⇒ CONFIDENTIALITY STATEMENT

IF NO ⇒ Is there a better time for us to contact you?

IF NO ⇒ END

IF YES ⇒ NOTE TIME FOR CALL-BACK AND GOTO CALLBACK END

CONFIDENTIALITY STATEMENT

Before we continue, I would like to take a quick moment to explain how your information will be kept confidential.

Under Section 9 of the *Act*, BC STATS cannot disclose information that could be used to identify an individual return to any person, organization or government agency. Section 9 applies despite the provisions of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) other than Section 44(2) and 44(3) of FOIPPA. **Only aggregate results will be reported to the Industry Training Authority.** BC STATS will make every effort to remove any information from verbatim comments that could potentially be used to identify a respondent. **To help preserve your anonymity, please avoid personalizing your comments.**

CALL BACK END

Thank you. We will call back at [Confirm call back time]. Have a good [DAY, EVENING].

END

Thank you very much for your time [TODAY/THIS EVENING].

If you have any questions about this survey, please contact the BC STATS survey administrator at (250) 356-7982 or 1-888-447-4427, ext. 5 (outside of Victoria).

If you have any questions about the ITA, please call 1-866-660-6011 or visit the ITA website at www.itabc.ca

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SATISFACTION WITH TECHNICAL TRAINING

First, I will ask you about certain aspects of the technical training that apprentices receive. Please respond to the following questions with either Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied:

[Interviewer note: other response options include Don't Know, Not Applicable and Refused]

How dissatisfied or satisfied are you with...

- Q1. the timing and location of technical training for apprentices?
- Q2. the usefulness of the skills and knowledge that apprentices learn through their technical training program, in preparing them for the workplace?
- Q3. the availability of flexible technical training options (e.g. online learning, night classes, etc.) for apprentices?
- Q4. Of the previously mentioned aspects of technical training, which do you think is the most important?
 - a) timing and location of training
 - b) usefulness of skills/knowledge in the workplace
 - c) availability of flexible options

Again, please rate respond to the following question with either Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied:

- Q5. Overall, how dissatisfied or satisfied are you with the technical training that apprentices receive?

SATISFACTION WITH ROLE AS A SPONSOR

The next topic focuses on your role as a sponsor. Please respond to the following statements by stating either Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, or Strongly Disagree:

[Interviewer note: other response options include Don't Know, Not Applicable and Refused]

- Q6. It is easy to find apprentices.
- Q7. I believe that apprentices make a positive contribution to my business.

Again, please respond to the following statements by stating either Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, or Strongly Disagree:

- Q8. Of the previously mentioned aspects about being a sponsor, which do you believe is the most important?
- a) finding apprentices
 - b) contribution of apprentices
 - c) having enough information about training requirements
 - d) having enough information about reporting work-based training hours
 - e) having enough information about signing off on completion

For respond to the following question with either Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied:

- Q9. Overall, how dissatisfied or satisfied are you with the experience of being a sponsor?

SATISFACTION WITH CUSTOMER SERVICE

The next set of questions focus on your experiences in relation to the Industry Training Authority and/or the ITA's customer service centre, the Industry Training Centre (ITC). Thinking about registration and reporting, please indicate whether you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree with the following statement:

[Interviewer note: other response options include Don't Know and Refused]

- Q10. It is easy to register an apprentice
- Q11. It is easy to report an apprentice's hours to the ITA/ITC.

Thinking about your interactions, in general, with the ITA and/or ITC, and its customer service, please indicate whether you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree with the following statements:

- Q12. I was treated fairly.

Q13. I was informed of everything I had to do to get service from the Industry Training Authority.

Q14. The staff went the extra-mile to make sure I got what I needed.

Q15. The staff was knowledgeable and competent.

Still considering the customer service of the ITA and/or ITC, please respond to each of the following two questions with either Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied:

Q16. Overall, how dissatisfied or satisfied were you with the amount of time it took to get service from the ITA?

Q17. Overall, how dissatisfied or satisfied were you with the accessibility of service from the ITA?

Q18. Of the previously mentioned aspects of customer service, which is the most important?

- a) fairness
- b) information
- c) staff went the extra mile
- d) knowledge/competence
- e) timeliness of service

Again please rate your level of dissatisfaction or satisfaction, by answering the following question with either Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied:

Q19. Overall, how dissatisfied or satisfied are you with the customer service of the ITA and/or ITC?

AWARENESS OF ITA

The next few questions relate to your awareness of the ITA's role and mandate. Please say whether you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree with the following statements:

Q20. In general, I am aware of the role and mandate of the ITA.

Q21. I am aware that ITA is mandated to ensure industry leadership in the industry training system.

Q22. I am aware of the ITA initiative to establish Industry Training Organizations (or ITOs).

Q23. I am aware of the Industry Training Organization for my industry.

Q24. ITA is mandated to oversee or govern the industry training system

UNDERSTANDING OF ROLE AND RESPONSIBILITIES

The next questions relate to your role and responsibilities as a sponsor in the industry training system. Again, for each of the following statements, please respond to the following statements, by saying Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree:

Q24. In general, I am aware of my role and responsibilities as a sponsor in the BC industry training system.

The next question is open-ended:

Prior to answering this question, please note that BC STATS will make every effort to remove any information from verbatim comments that could potentially be used to identify a respondent. To help preserve your anonymity, please avoid personalizing your comments.

Q25. What is the one thing ITA could do to ensure that you understand your role and responsibilities as an sponsor?

AWARENESS OF ITA INFORMATION SOURCES

The following statements concern Industry Training Authority information sources.

Please respond to the following statement by saying Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree:

[Interviewer note: other response options include Don't Know and Refused]

- Q26. I know how to get information about ITA and its programs.
- Q27. Thinking about when you need to get information regarding the industry training system, which of the following information sources do you consult? *(Choose all that apply.)*
- a) ITA website
 - b) an ITO office
 - c) ITO, IA or groups
 - d) Service BC or government agent office
 - e) school (instructor/counsellor)
 - f) work (employer) or coworkers
 - g) peers (co-workers, other students)
 - h) other (please specify)

SATISFACTION WITH THE ITA WEBSITE

[Only ask respondents who indicated the ITA website as a consulted information source.]

The following questions focus on the ITA website.

Thinking about when you have accessed the ITA website, please respond to each of the following statements by saying Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree:

- Q28. It was easy to find what I was looking for.
- Q29. The site is visually appealing.
- Q30. The site had the information I needed.

DEMOGRAPHIC INFORMATION

Now, I have a few demographic questions to ask of you:

Q31. Based on the following categories, how would you categorize your business?

[Interview note: if respondent thinks that more than one category applies, ask him/her to state the category that the majority of his/her business falls under.]

- a) Residential/House Construction
- b) Industrial, Commercial, Institutional (or ICI) Construction
- c) Auto
- d) Food Industry & Services/Hospitality/Tourism
- e) Horticulture
- f) Resource industry (e.g. forest, mining)
- g) Other (*please specify*)
- Don't Know / Not Sure
- Refused

Q32. How long have you been hiring apprentices?

- a) Up to 2 years
- b) 2 - 5 years
- c) More than 5 years
- Don't Know / Not Sure
- Refused

Q33. How many employees do you currently employ?

- a) Less Than 5
- b) 5 - 9
- c) 10 - 19
- d) More Than 20
- Don't Know / Not Sure
- Refused

Q34. Are your apprentices unionized?

- Yes
- No
- Don't Know / Not Sure
- Refused

Q35. Which training schools do you apprentices usually attend?

- | | | | |
|----|--|----|---|
| 01 | BC INSTITUTE OF TECHNOLOGY (BCIT) | 13 | SELKIRK COLLEGE (SEL) |
| 02 | CAMOSUN COLLEGE (CAM) | 14 | VANCOUVER COMMUNITY COLLEGE (VCC) |
| 03 | COLLEGE OF NEW CALEDONIA (CNC) | 15 | PAINTERS' TRADE SCHOOL |
| 04 | COLLEGE OF THE ROCKIES (COTR) | 16 | QUADRANT MARINE INSTITUTE |
| 05 | UNIVERSITY COLLEGE OF THE CARIBOO (CAR) | 17 | R.C.A.B.C. ROOFING INSTITUTE |
| 06 | UNIVERSITY COLLEGE OF THE FRASER VALLEY (FVAL) | 18 | ELECTRICAL INDUSTRY TRAINING INSTITUTE |
| 07 | KWANTLEN UNIVERSITY COLLEGE (KWN) | 19 | SHEET METAL WORKERS TRAINING CENTRE |
| 08 | MALASPINA UNIVERSITY COLLEGE (MAL) | 20 | TILE, TERRAZZO & MARBLE TRAINING FACILITY |
| 09 | NORTH ISLAND COLLEGE (NIC) | 21 | JOINT APPRENTICE REFRIGERATION TRADE SCHOOL |
| 10 | NORTHERN LIGHTS COLLEGE (NLC) | 22 | PACIFIC VOCATIONAL COLLEGE |
| 11 | NORTHWEST COMMUNITY COLLEGE (NWCC) | 23 | FUNERAL SERVICE ASSOCIATION OF BC |
| 12 | OKANAGAN UNIVERSITY COLLEGE (OUC) | | |
| | OTHER (SPECIFY) | | |
| | DON'T KNOW / NOT SURE | | |
| | REFUSED | | |

END